LIFE AFTER...

REGAINING YOUR BALANCE, SURVIVING THE RESET, AND (RE)BUILDING A GOVERNMENT THAT WORKS

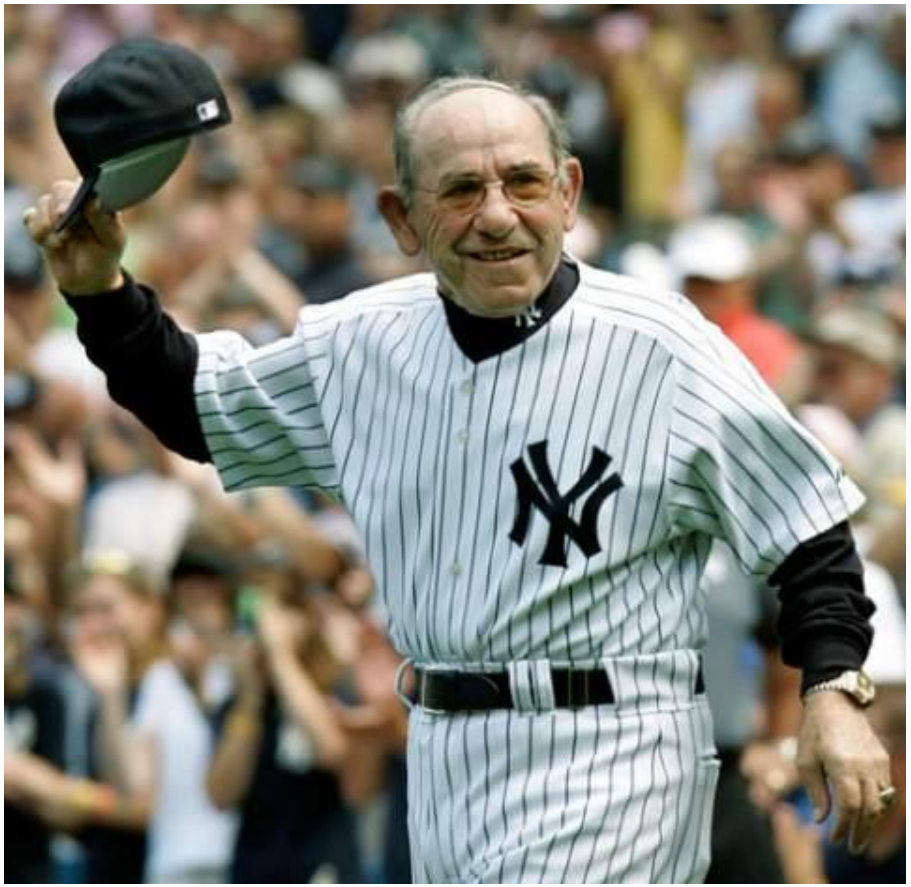
Cathilea Robinett | Executive Vice President

e.Republic INCORPORATED

GOVERNMENT TECHNOLOGY

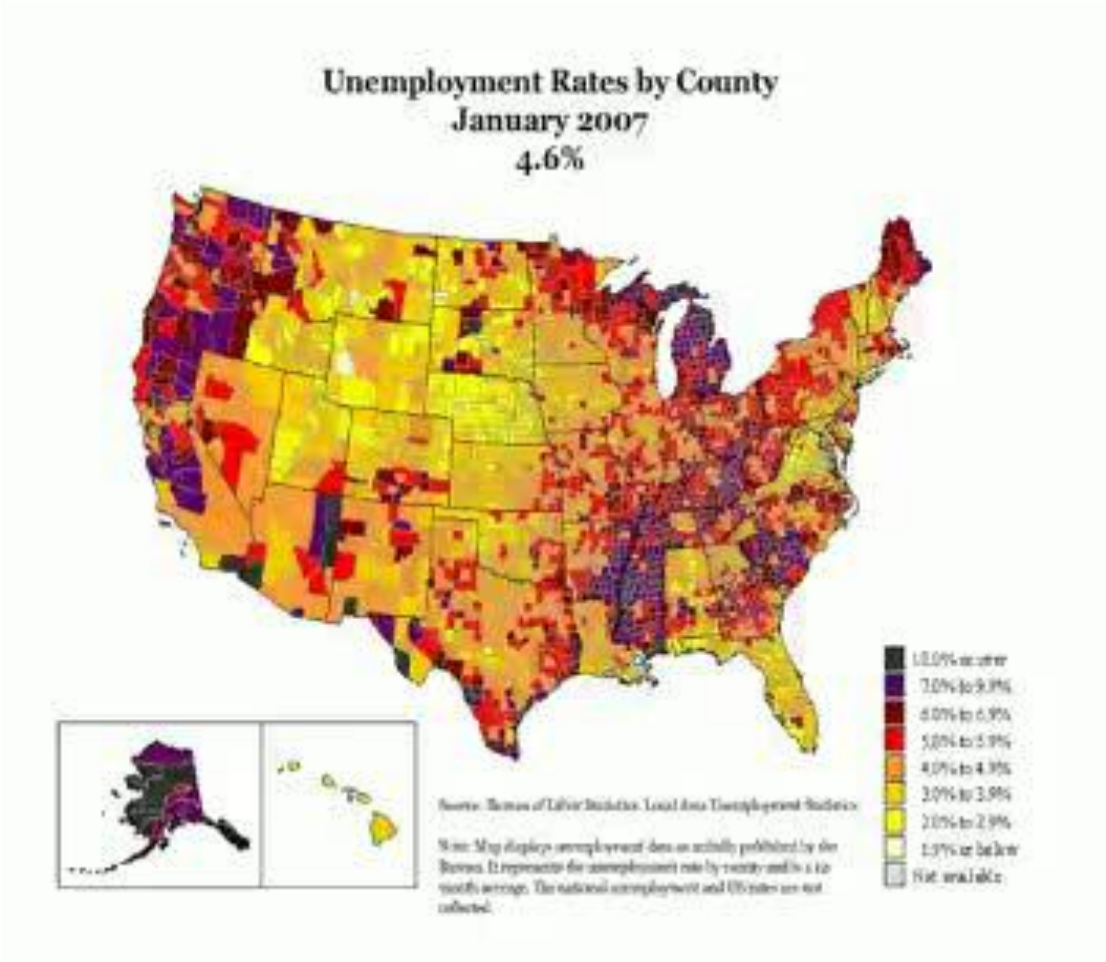
GOVERNING

The Oracle of Everything



“The future ain’t what it used to be.”

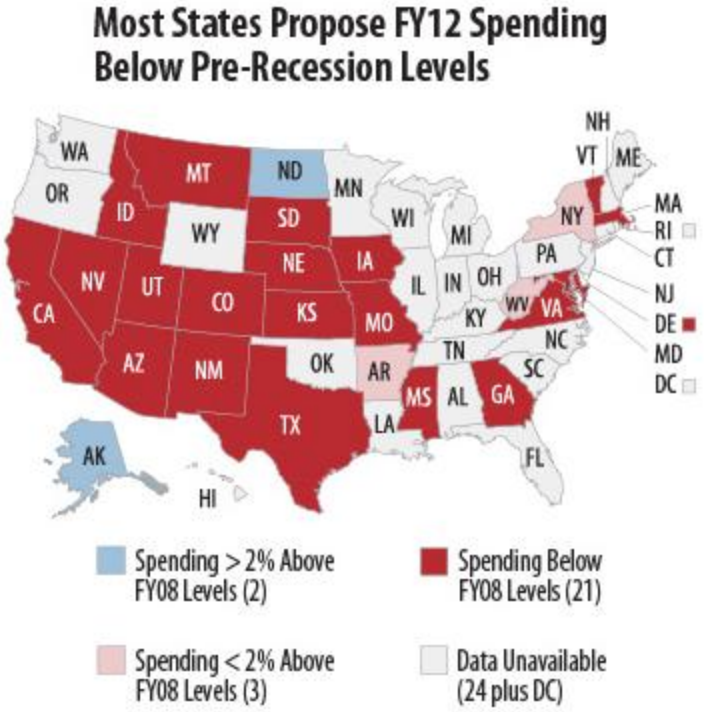
- Yogi Berra (1925 -)



http://cohort11.americanobserver.net/latoyaegwuekwe/multimediafinal.html

Current Budget Cuts

- **State Expenditures**
  - State expenditures have grown 6.5 percent year over year
  - The “New Normal” will be 3 to 4 percent once revenues rebound
- **Programmatic Cuts**
  - 39 states have cut K-12
  - 39 states have cut higher education
  - 26 states have furloughed workers
  - 17 states have consolidated technology

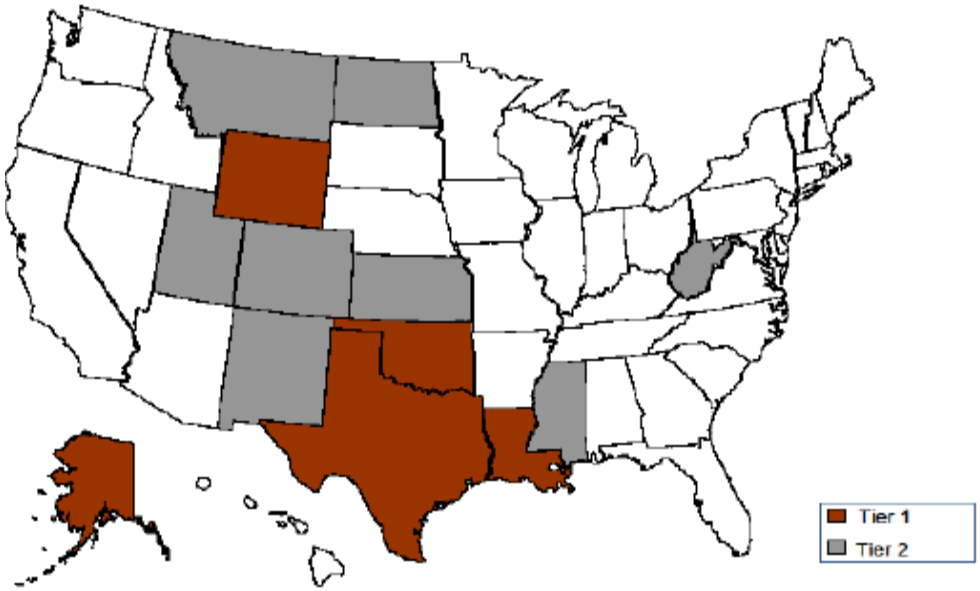


In the Long Run

- **Revenues will rebound**
  - More modest spending
  - Strong opportunities for reform and cost-saving solutions
- **Reduced federal funding**
  - Living in a post Stimulus world
- **Increased focus on healthcare**
  - Growing healthcare costs
  - Medicaid growth and the looming Healthcare Reform Act
- **Procurement**
  - A move towards privatization
  - Strategic procurements
    - Pay for performance, strategic or volume purchasing
  - Cancelling contracts and renegotiating

Who Emerges First?

- **Who will emerge first?**
  - States with natural resources, oil and gas
  - The National Association of Budget Officers has identified two tiers of states that will emerge out of the recession:
    - Tier 1: AK, OK, LA, TX, WY
    - Tier 2: MS, NM, WV, UT, CO, KS, MT, ND



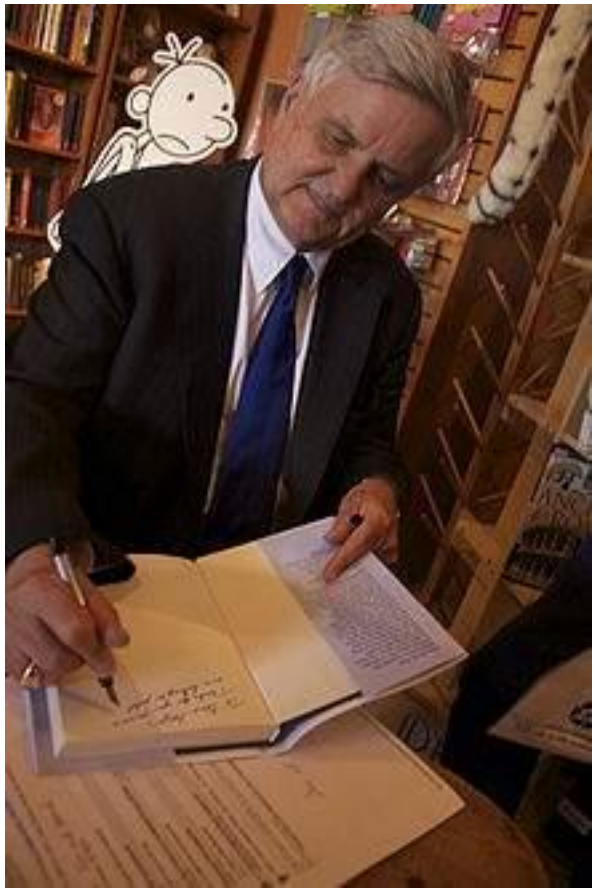
"The Big Reset"

A Governor's Only Briefing by Director John Thomasian, Feb. 2010

Stuff that works on the ground …

"**Optimize the technology** state government already has. **Consolidate data centers** and processes (like payroll)**, integrate and share services** across agencies, **use common platforms**, **aggregate multi-agency purchasing**, and require employees to fully take advantage of the technology available to them to do their job. Also, consider how technology can be used to **deliver services more efficiently and cheaply**."

Squeezing Every Dime …



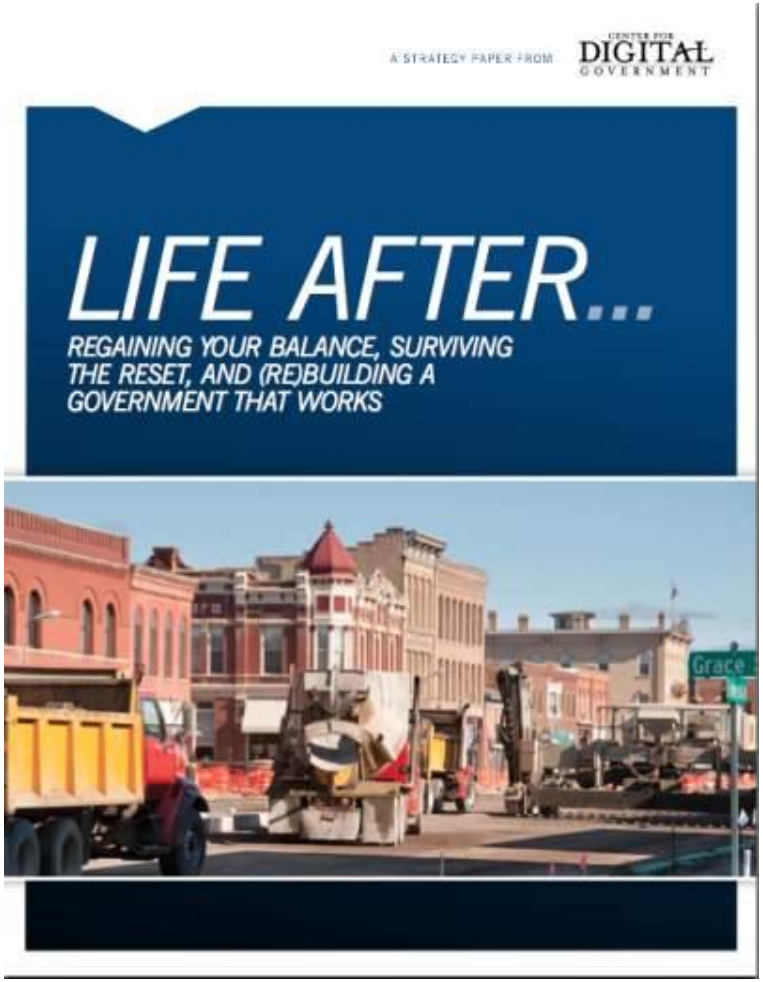
"When budget dollars are tight, government leaders must look to technology to make the utilization of those dollars more efficient and more productive."

- **Tom Pauken**
  Texas Workforce Commission

To clean up the mess, it means …

- No Stovepipes
- No Duplication
- No Turf
- No Kidding

Reason for Optimism and How to Act on It



Simple & Engaging

Social & Responsible

Seamlessly Connected

Shared

Streamlined

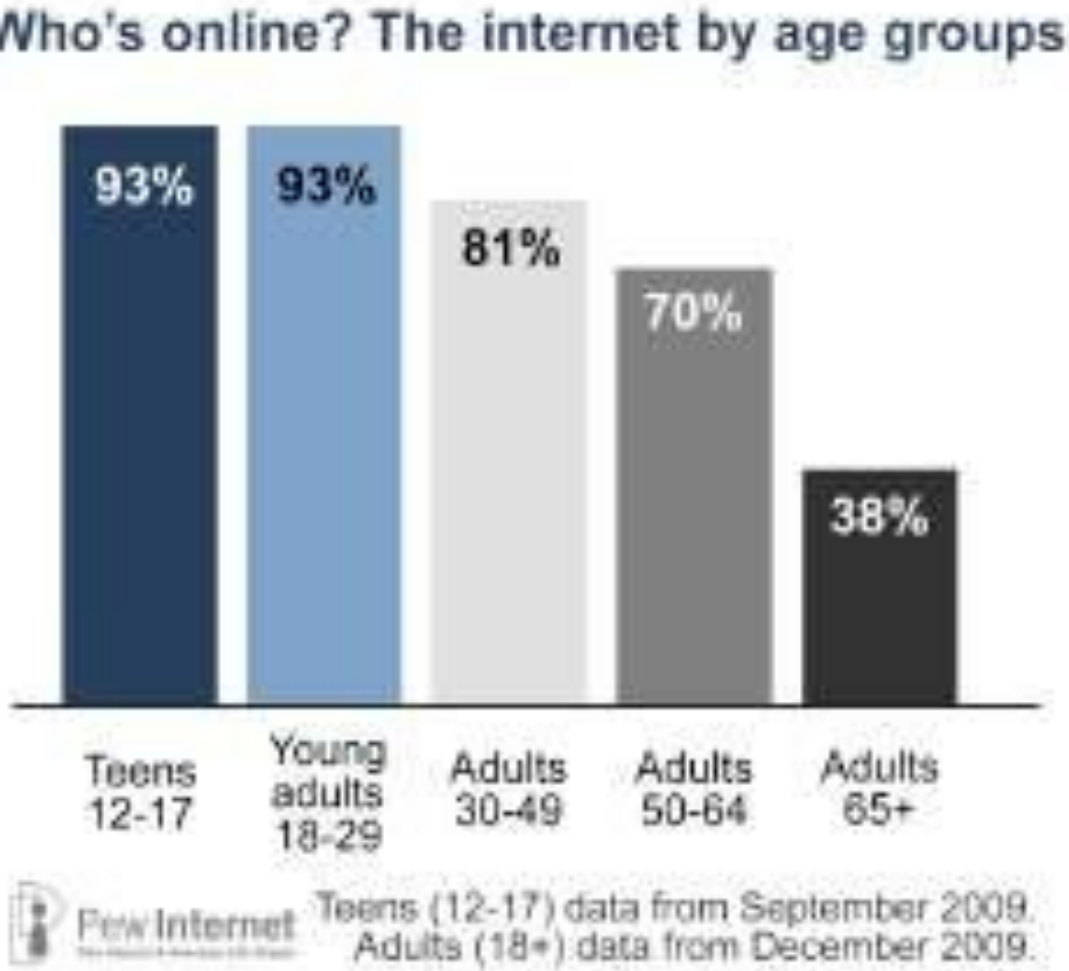
Sustainable

Secure

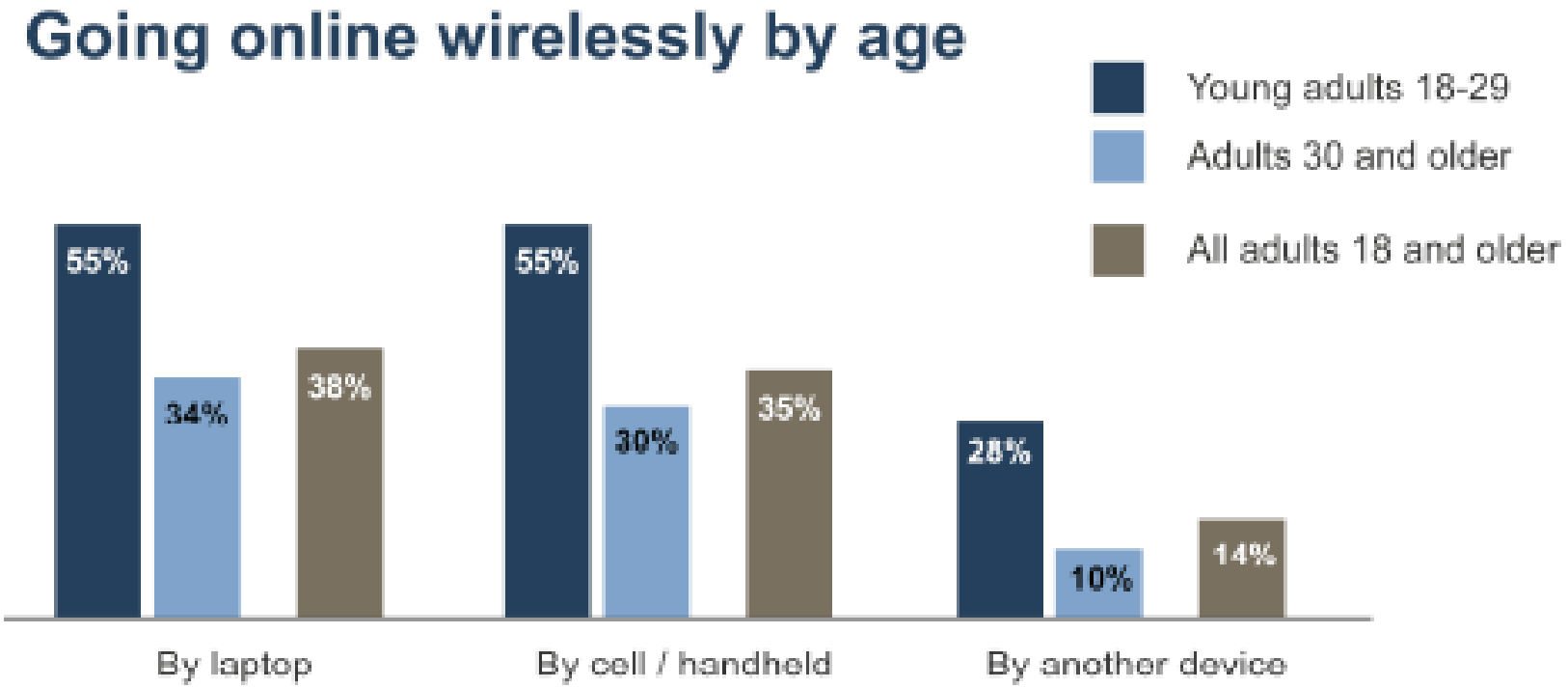
Smart

Skilled

The Digital Government Majority, circa 2010



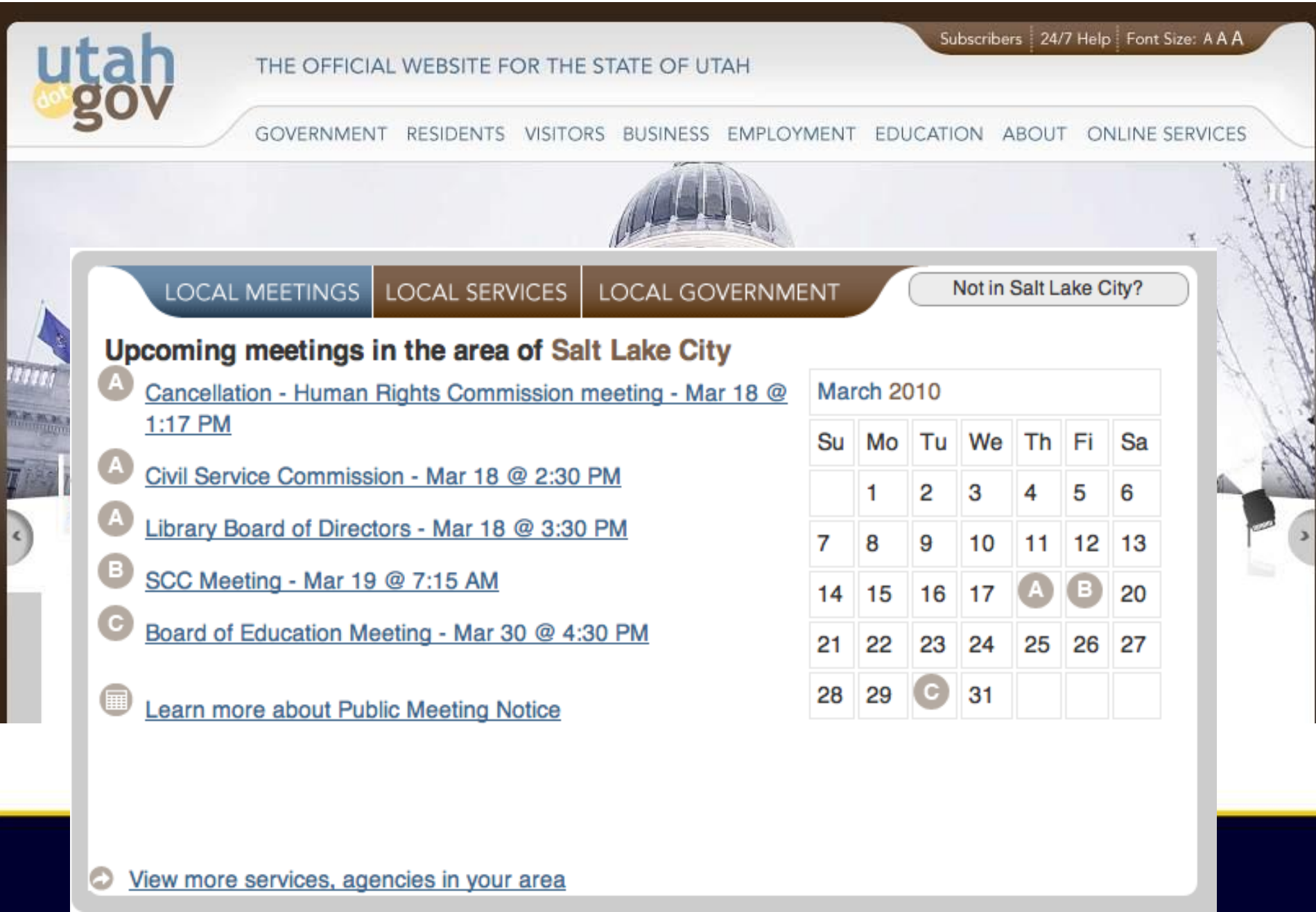
The Digital Government Majority, circa 2010



Source: Pew Internet & American Life Project, September 2009 Tracking Survey, August 18-September 14, 2009. N=2,253 and the margin of error is ±2%, based on all adults age 18 and older. Interviews were conducted in both English (n=2,179) and Spanish (n=74).

Clearing the Clutter

Clearing the Clutter



NATHAN BALLENTINE

"People, not Politics"

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- PERSPECTIVE
- From the vault: Pub Politics April 2010

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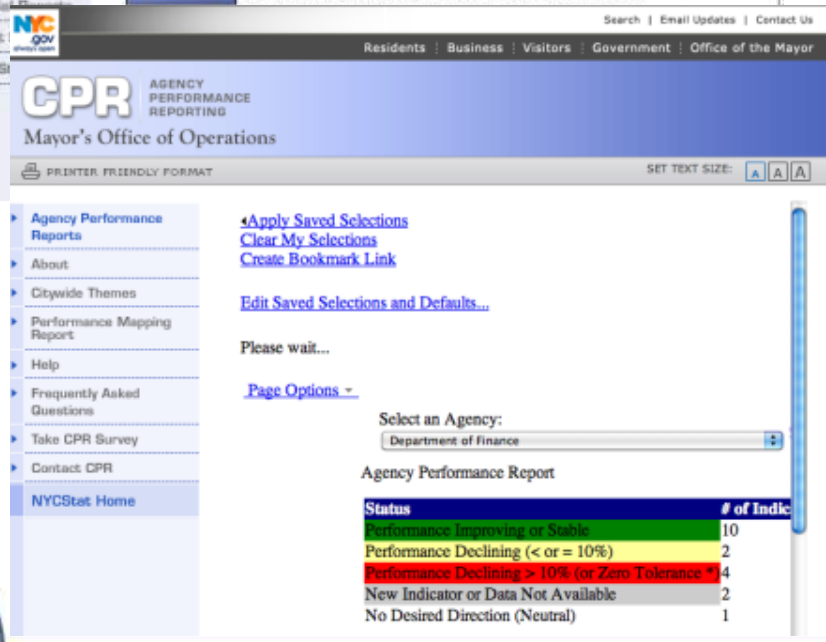
As went Baltimore, so goes the state

MARYLAND
GOVERNOR O'MALLEY'S STATESTAT



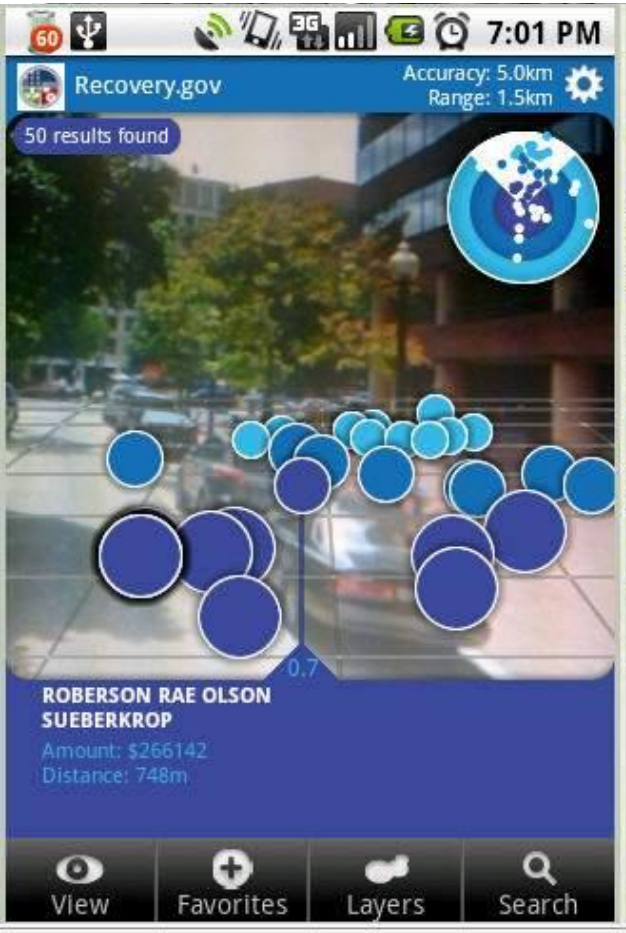
Smarter Becomes A Reality

As Augmented Reality goes from Sci Fi to Popular Press

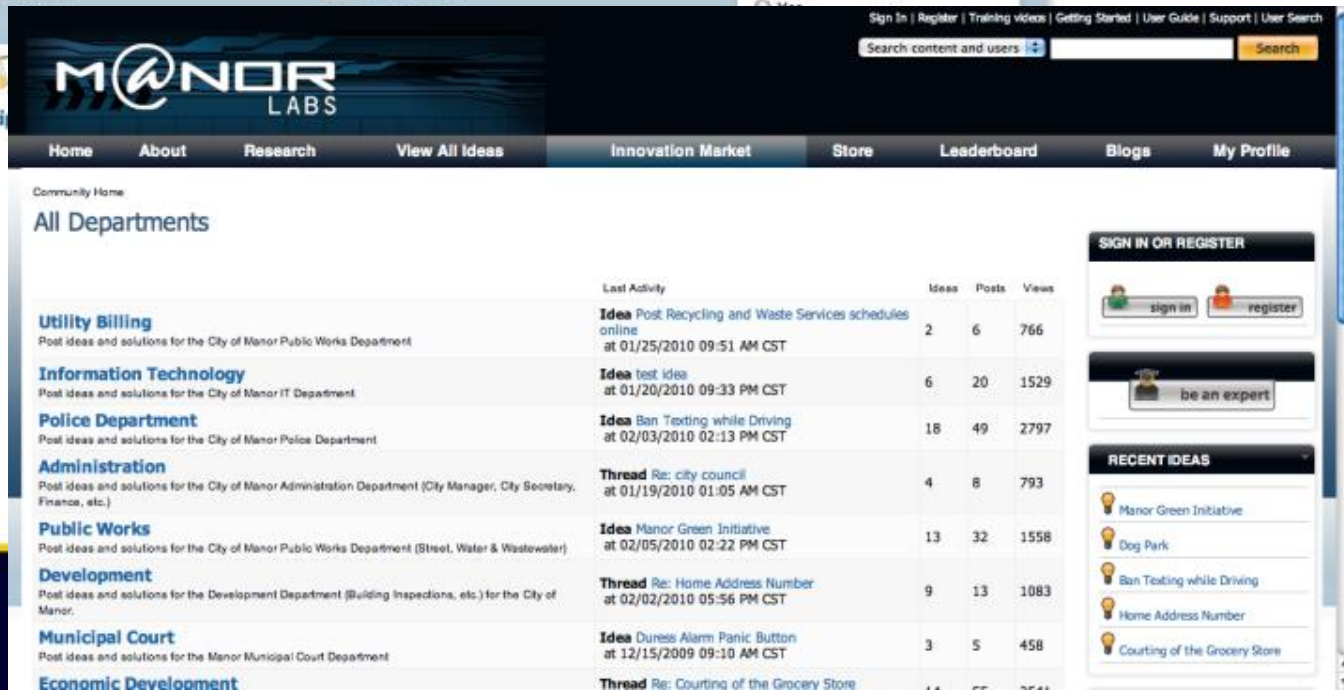
Minority Report, 2002

Esquire, December 2009

Transparency: Mobile, Geospatial, Local



That's MAY-nor to you: Recommend Improvements



Contests and the rise of the Citizen Coder

The 50 State Project
New York | San Francisco
Seattle | King Co.

Apps for Democracy
An Innovation Contest

Apps for Democracy

data.gov

Apps for America

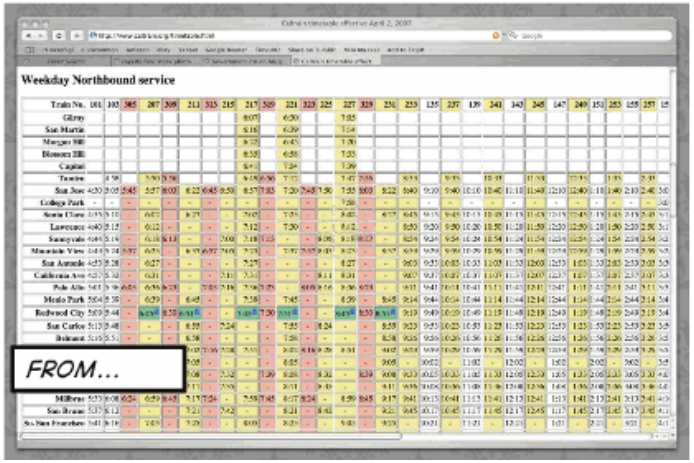
Code for America

State and Local Variations

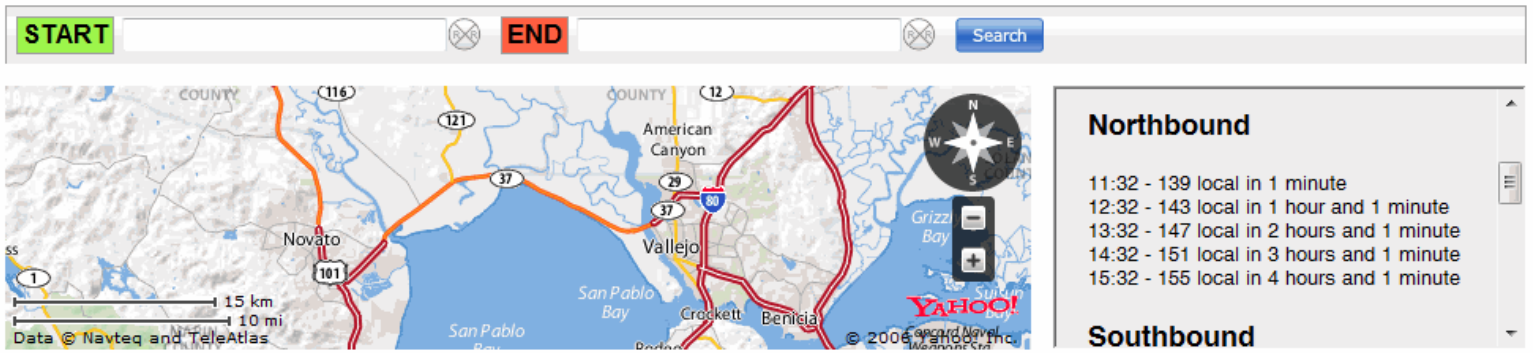
THE NEW DATA ECOSYSTEM

24 Hour Make Over

Caltrain http://www.caltrain



IamCaltrain BETA http://iamcaltrain.com



Data Sets and Feeds

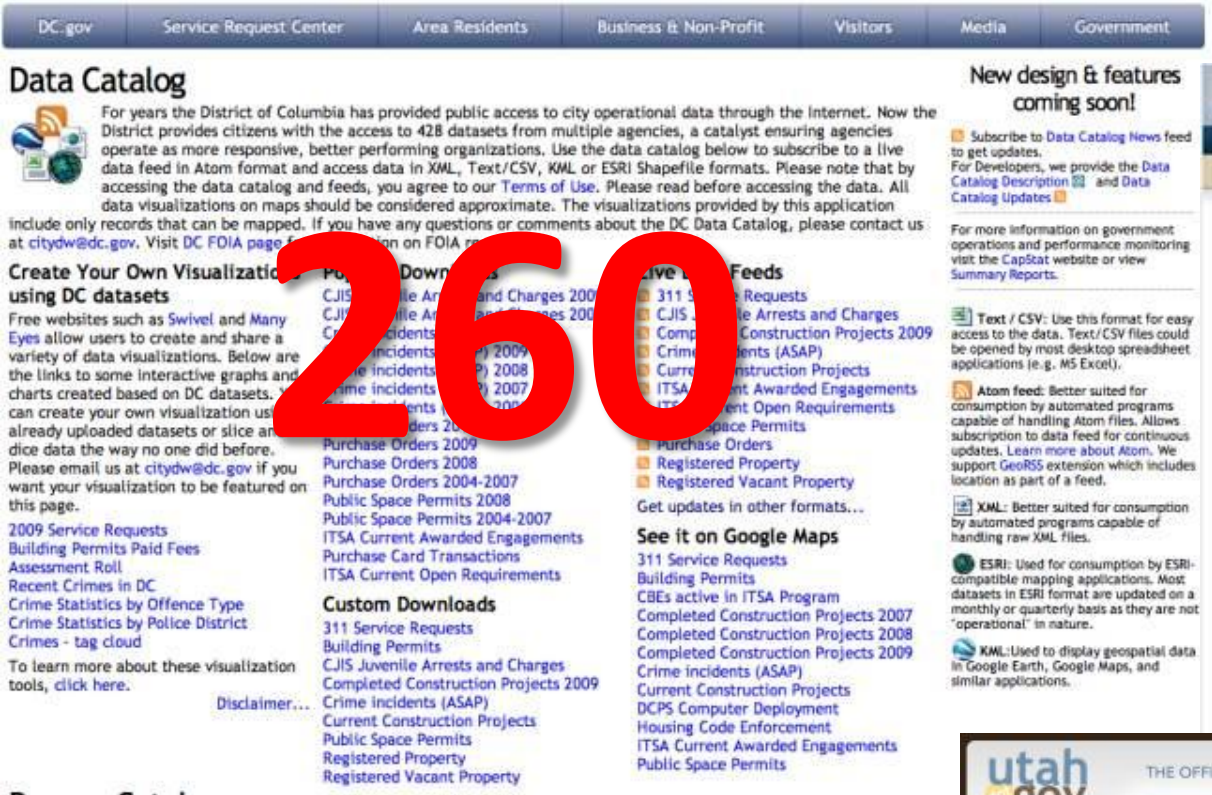
CENTER FOR DIGITAL GOVERNMENT

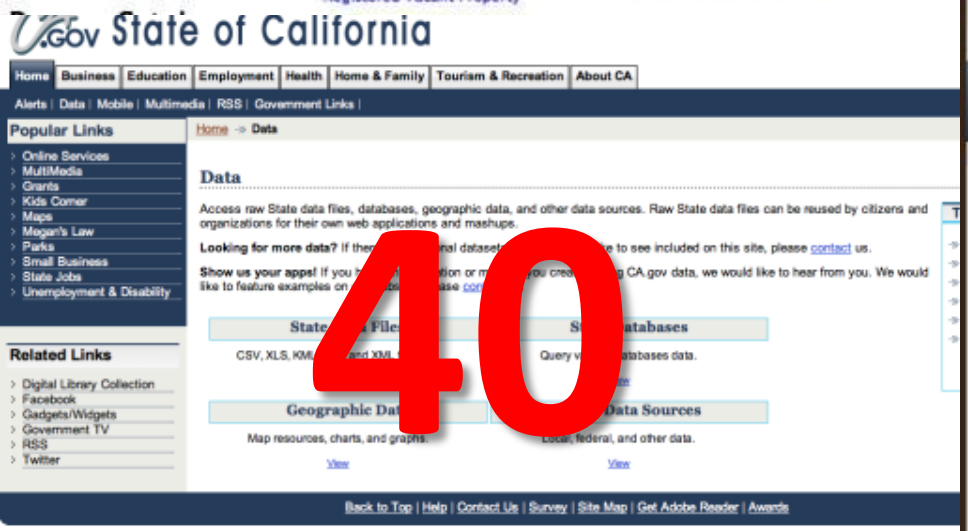
260

41

40

34



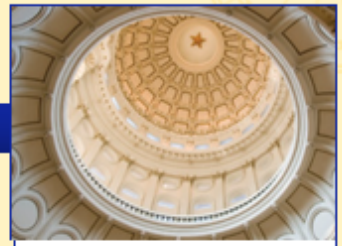


Transparency: Is the Web by itself enough?

Your Website…

State Legislative Leaders Foundation

Preparing the leaders of today for the challenges of tomorrow



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SEARCH

ok

- News & Upcoming Events
- **Board of Directors**
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Board of Directors

The SLLF is governed by a board of up to 45 House Speakers, Senate Presidents, Majority Leaders, Minority Leaders, and Pro Tempores.
Directors are elected to three year terms and are eligible for reelection. Legislative leaders may be nominated for membership on the board by a current director or on the recommendation of the President.

The Board meets regularly to review all ongoing SLLF programs and policies, approve the annual operating budget, oversee all fiscal audits, and discuss future SLLF initiatives.

BOARD OF DIRECTORS 2010

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Hon. Glenn Coffee
Senate President Pro Tempore, Oklahoma

Hon. Terie Norelli
Speaker of the House, New Hampshire

Calendar

August 18 - 22
Transatlantic Leadership Forum
Dublin, Ireland

Sept. 30 - Oct. 3, 2010
SLLF Leadership Summit
Democracy 2.0:
Connecting with the 21st Century American
University of Massachusetts
Boston, Massachusetts

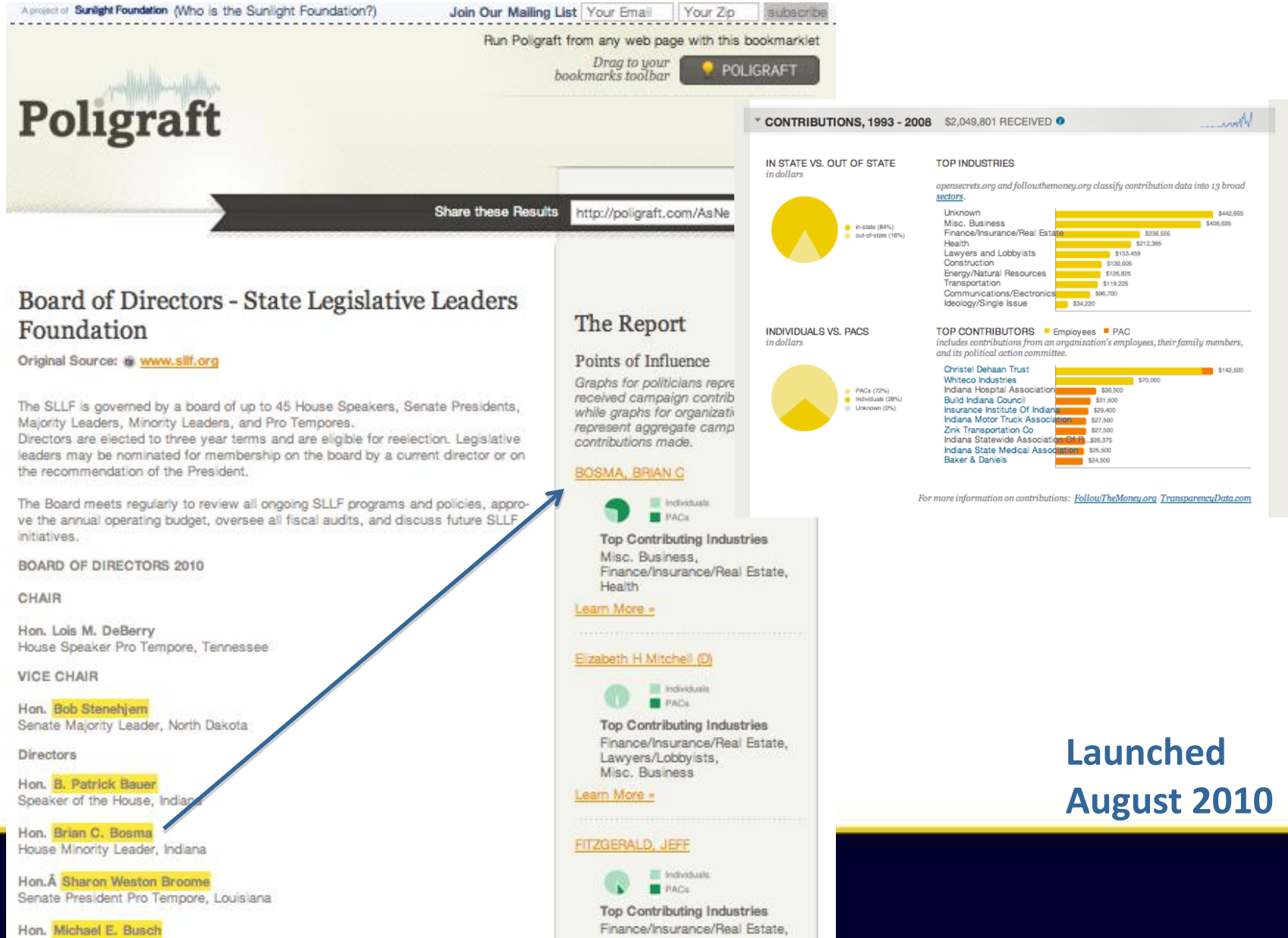
December 3 - 5, 2010
SLLF Board Meeting / Leadership Forum
(SLLF Directors and Advisory Council members)
Las Vegas, Nevada

January 13 - 16, 2011
New Speakers Orientation

March 31 - April 3, 2011
SLLF Issues Summit
UNC Chapel Hill, North Carolina

June 23 - 26, 2011
SLLF Leadership Summit
Notre Dame University
South Bend, Indiana

Your Website… Made Instantly Transparent



Launched August 2010

Migrating to Single Systems – WA State

EMPLOYMENT SECURITY (LABOR)

ProviderOne
Washington's Social and Health Services Provider Payment System

- May 2010 – Replaces WA MMIS and processes all medical and nursing home, including claims, eligibility inquiries, and adjustments for 14,000 health providers.
- 2012 – Will replace WA DSHS home-care and nonmedical payment system.

EMPLOYMENT SECURITY (LABOR)

19,566 Jobs Available Today
WorkSource
Washington at Go2WorkSource.com
Workforce EXPLORER Washington

- WorkSource and WorkforceExplorer are public facing services in front of a streamlining modernization effort to replace 19 employment systems with a single workforce and unemployment system.

But Consolidation is Becoming Much Bigger than IT …

✓In **Washington State**, 153 boards and commissions have been targeted for elimination as part of a larger reform effort.

✓**New York** executive budget includes seven proposals to merge or consolidate State agencies and public authorities, producing full annual savings of $14.8 million.

✓**New Jersey**'s 700 boards, authorities and commissions are being dragged from obscurity into the crosshairs of Gov. Chris Christie, who has slashed their spending and ordered a broad review that could put some out of existence.

✓Reviews underway in **Oregon, Nevada, Louisiana, Iowa** and expected to expand to up to two-thirds of states … including recent chatter about **Texas**.

✓In May, **Michigan** unveiled its most recent consolidated agency that combines technology, management and budget. The merger brings the number of Cabinet agencies to 15 — down from the constitutional cap of 20 but short of the target of eight.

Business Value of Agency Consolidation

Better together?

A little chocolate … *… and a little peanut butter.*

Department of Information Technology

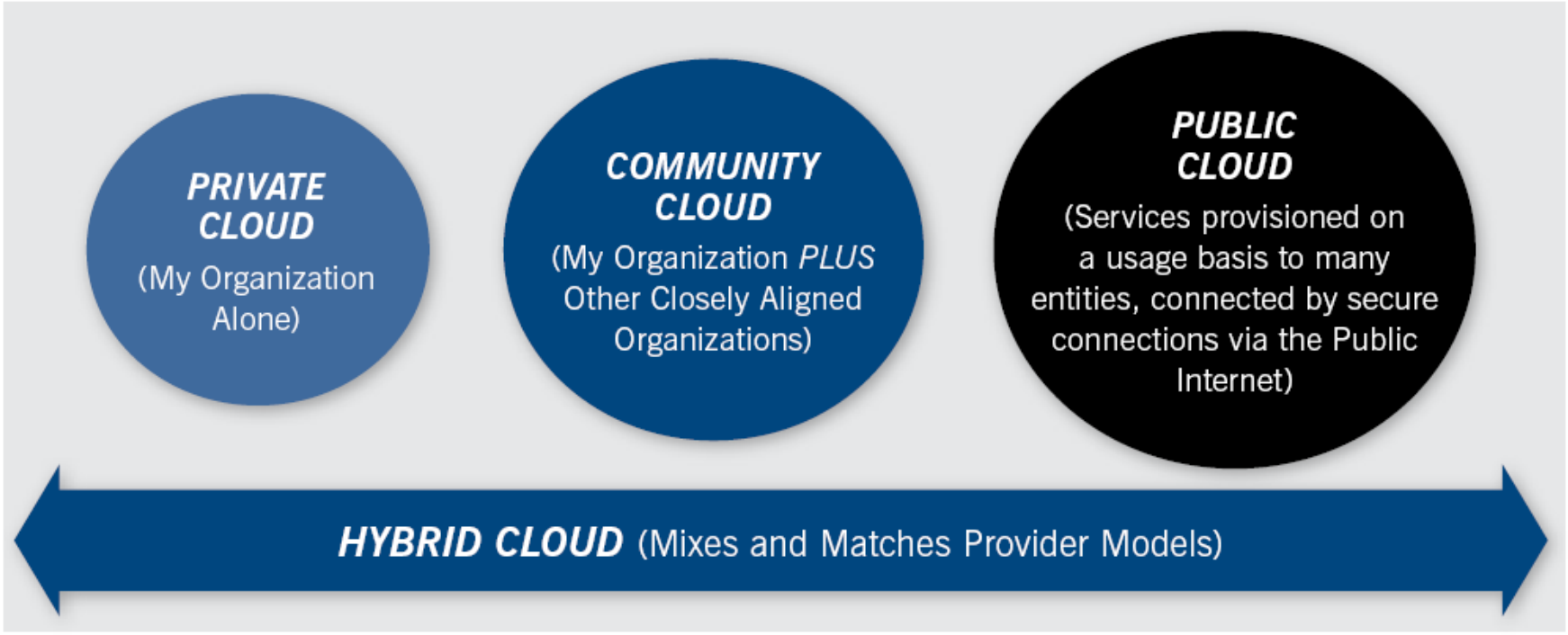
Department of Management & Budget

A New Department of Technology, Management and Budget came into being on March 1, 2010

The key to Michigan's Cabinet consolidation is a better understanding of what lies underneath: 6,000 state-managed programs, as well as their budgets and personnel – all visualized through a system informally called "the tool" that allows policymakers to explore scenarios for effective combinations.

- Ohio is the first state in the nation to implement a state government shared services center. A dedicated team of Leads, Coaches, and Associates, are the pioneering force behind Ohio Shared Services.
- The Ohio Shared Service Associates work in teams called self-directed work teams. Self-directed work teams are a group of employees that are empowered to manage day-to-day work with minimal direct supervision. Together, these teams identify continuous improvement opportunities and complete tasks using metrics to help guide work efforts.

Not “One-Size-Fits-All” in the Cloud



Source: Center for Digital Government, 2009.

Commonwealth, Common Services

The Commonwealth of Pennsylvania is using a shared services model and supplier relationship management software to reform procurement. Following a private sector virtual enterprise model, COPA consolidated procurement resources for the state into a center that includes teams of commodity based specialists who have achieved $40+ million in savings and a ROI of 300%.

Release of National Broadband Plan

Google

Google Fiber for Communities

"We are being bombarded by constituents asking us to participate. When mighty Google speaks…."

- Unnamed local government CIO

Google 1G Fiber to Home in Pilot Communities

iPhone Apps	130,000
Android	16,000
Blackberry	8,000

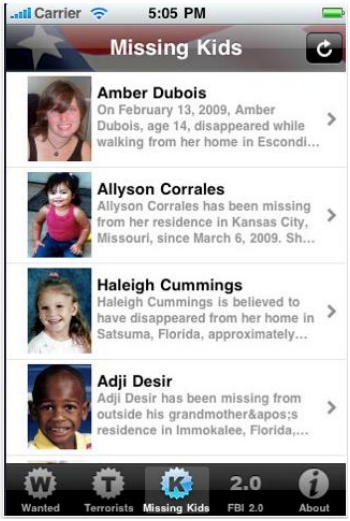
Mobile Devices

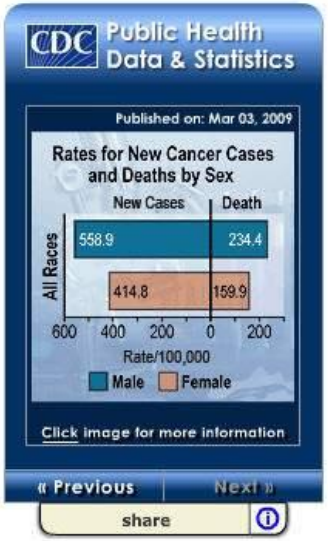
Cell Phones	276.6 million
including	
Smart Phones	192 million
iPhones	30 million

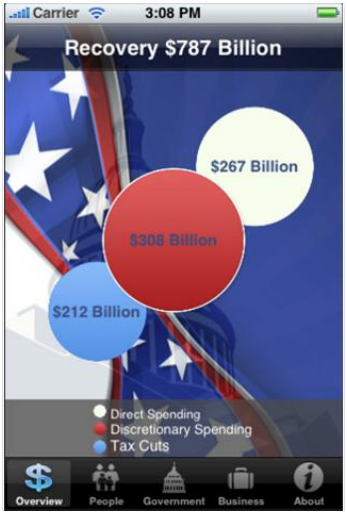
89.0%

penetration rate is hard to ignore

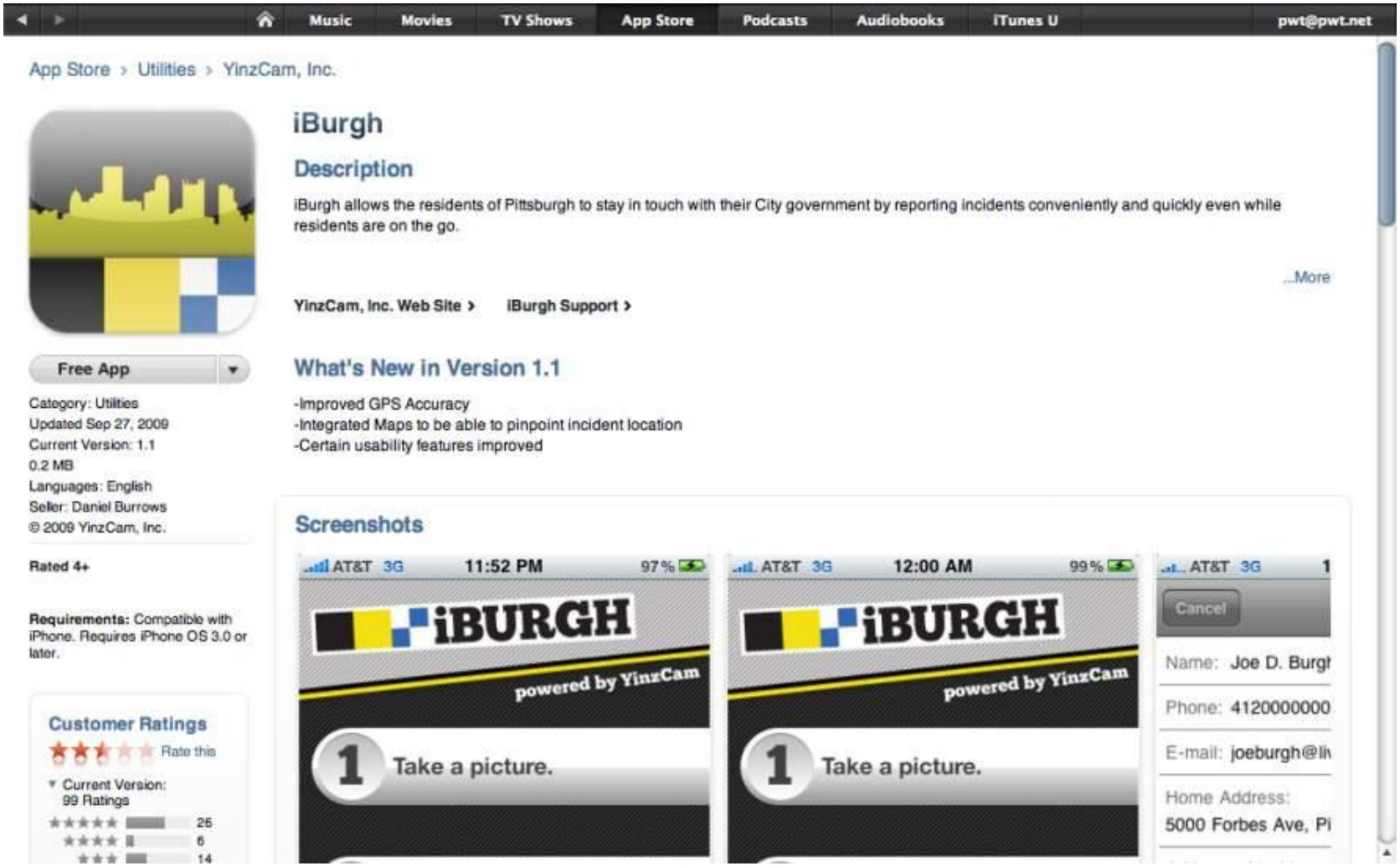
Seizing the fifth screen







Democratizing CRM: There's an App for That

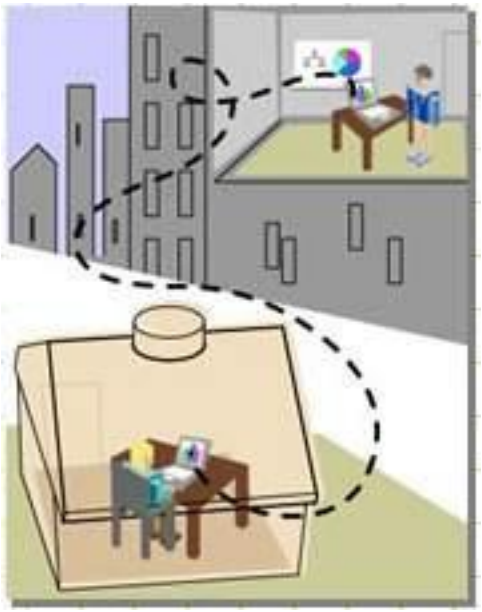


"This is a total change in culture about the way work has been -- the X and Y generations coming up aren't content coming to work here and working 8-4:30 sitting in a cube. You have to be an attractive employer and you have to be able to offer stuff. No one comes here for the money. They come to work because they want to make a difference."

- Deb Truesdell, HSPHD's ROWE and telework manager

Hennepin County, Minnesota, has transitioned 1,400 of 2,700 Human Services and Public Health Department employees to a new style of working known as ROWE.

State Telework Policies to Curb Cyber-Security Risks

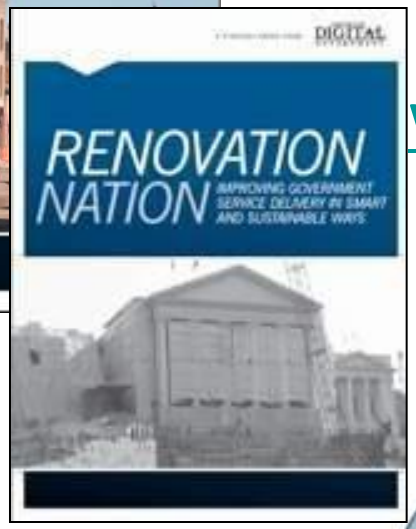


California joined Virginia, Arizona, Utah and others in making public service safe for telework, or the other way around.

In the best telework programs:

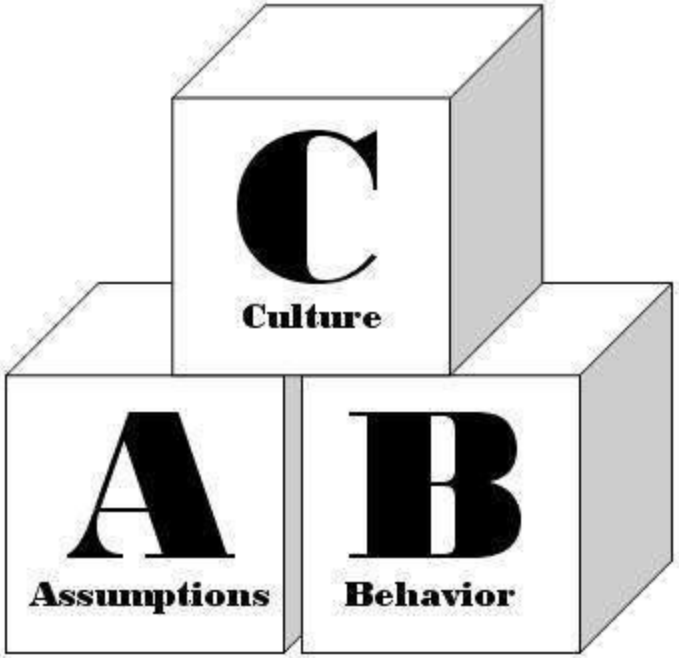
- Agency compliance with enterprise security is certified;
- Agencies have well-developed evaluation procedures; and,
- Agencies have strong yet flexible policies that balance agency needs with employee preferences; and,
- A training program for everyone.

Your Guide to Life After …



Available as a free download at
www.centerdigitalgov.com/papers
or
www.govtech.com/gt/papers

Change the Culture by Changing Behavior



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CENTER FOR DIGITAL GOVERNMENT

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REGAINING YOUR BALANCE, SURVIVING THE RESET, AND (RE)BUILDING A GOVERNMENT THAT WORKS

Cathilea Robinett | Executive Vice President

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GOVERNMENT TECHNOLOGY

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